

TSA HANDBOOK to HCM 771-3, PEER REVIEW

First Edition
Effective date: 9-16-08

This Handbook and all related Attachments and/or Appendices contain stipulations to implement the provisions of TSA HCM 771-3, Peer Review. Until TSA HCM 771-3 is rescinded, the HCM, Handbook, and any Attachments or Appendices are considered TSA policy, and must be applied accordingly.

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A. DEFINITIONS:

1. Affected Employee: For purposes of this HCM, an Affected Employee is an individual requesting or bringing a case to Peer Review in accordance with this HCM.
2. Covered Employee: Transportation Security Officer (TSO), Master Transportation Security Officer (MTSO), Expert Transportation Security Officer (ETSO), Behavior Detection Officer (BDO), Security Training Instructor (STI), Ticket Document Checker (TDC), Lead Transportation Security Officer (LTSO), and Supervisory Transportation Security Officer (STSO).
3. Day: Calendar day. When a calendar day falls for any period of time ending on a Saturday, Sunday or Federal Holiday it will be extended to the next calendar (work) day.
4. Deciding Official: The Deciding Official is a manager with the authority to render a disciplinary or adverse action decision.
5. Disciplinary Action: A letter of reprimand, a suspension (of any length) including an indefinite suspension, a removal, or a reduction in pay band or rate of pay.
6. Grievance: A request by an employee for personal relief in a matter of concern or dissatisfaction relating to his/her employment with TSA that is subject to the control of management.
7. Headquarters Program Manager: The Headquarters (HQ) Program Manager is a TSA employee assigned to direct the operations of the Peer Review Support Office and coordinate the activities, as needed, of Case Manager(s), Facilitator(s), Mediator(s) and Peer Review Panel members in accordance with this HCM.
8. Managers: TSA officials who are in officially designated managerial or supervisory positions at an airport or its spokes. Generally, TSMs, STSOs, and managerial staff at the G band or above outside the chain of command of the affected employee shall be in the pool of managers available for Peer Panels, subject to their eligibility. When an STSO is seeking review of an issue by the Peer Review Panel, other STSOs will make up the peer portion of the panel. Managers above the level of STSO will serve as the management members of the panel.
9. Mediation: A structured process in which a trained neutral person facilitates a meeting of two or more parties concerning a conflict or dispute. It is a confidential process that is voluntary for both management and the affected employee.
10. Peer: A Peer is a covered employee in the same position as the affected employee.

11. Peer Panel Facilitator (PPF): A non-covered TSA employee designated by the Federal Security Director (FSD) to facilitate Peer Panels at his or her airport. The PPF manages a clearly defined process designed to guide the panelists in reaching an informed and impartial decision in each matter reviewed. He or she does not give opinions on the matter before the Panel or vote on its outcome. The PPF may or may not be the same person as the Peer Review Point of Contact (POC).
12. Peer Review: An alternative to the current grievance and appeals processes at TSA providing covered employees with the opportunity to seek redress for a broad range of concerns in which a specific remedy is requested. The PRP is intended to support appropriate and consistent application of TSA policies and procedures.
13. Peer Review Panel: A Peer Review Panel generally consists of five (5) TSA employees. Three members are randomly selected from among eligible volunteer peer employees. Two members are randomly selected from eligible managers. The members as a group are called Panelists or Panel Members. In rare situations, with prior approval and agreement of the parties, a panel may consist of three (3) members, i.e., two (2) peers and one management official.
14. Peer Review Point of Contact (POC): A non-covered TSA employee designated by the FSD to administer the PRP at his or her airport. The Peer Review POC may or may not be the same person as the PPF.
15. Peer Review Support Office (PRSO): A TSA Headquarters office established to administer the PRP.
16. PRSO Case Manager (CM): A Headquarters individual knowledgeable of TSA Employee Relations policies and procedures who provides guidance and information to employees about Peer Review, including eligibility of their case for review. The CM assists covered employees through the process of requesting Peer Review. The PRSO CM may also identify other options for review and redirect employees to those options when appropriate.

B. GENERAL PRINCIPLES:

1. Peer Review builds on model workplace principles and practices. TSA is interested in fostering a participatory approach to decision-making that encourages employee involvement in resolving workplace issues.
2. Peer Review is part of TSA's continuing effort to create an Integrated Conflict Management System (ICMS) providing skills, structure and support to all employees for raising and resolving issues and concerns.
3. Employees are encouraged to contact appropriate individuals in their chain of supervision if they have a concern or complaint about how the application of an agency policy or

local practice affects them. This can be a very effective way to solve problems. However, when an employee is faced with a situation that has not been satisfactorily resolved by these means, he or she may be able to file a grievance or submit an appeal. Alternatively, the affected individual may seek resolution through Peer Review.

4. Under the current grievance and appeals system at TSA, employees can seek review of a wide array of workplace issues and disciplinary actions. Peer Review provides another option for covered employees to have these matters decided by a panel made up of a majority of the affected employee's peers.
5. Peer Review is a problem-solving process designed to ensure that a covered employee's workplace issue or action is given careful consideration and prompt resolution. This approach provides resolutions within a confidential context and may help improve communication between airport management and the TSO workforce.
6. The PRP also provides the opportunity for management and covered employees to enter voluntarily into mediation to resolve workplace issues. Mediation is facilitated by an impartial mediator. If an affected employee elects to use mediation and the mediation is unsuccessful in resolving the matter, he/she will not be precluded from subsequently, as applicable, grieving the matter to management, appealing the matter to the DRB, or requesting a review of the matter under PRP.

C. PEER REVIEW AS AN ALTERNATIVE TO GRIEVANCES:

1. Under the provisions of [TSA MD 1100.77-2, *Grievance Procedures*](#), an employee may request personal relief through a two-step process, in a matter of concern or dissatisfaction relating to his or her employment with TSA that is subject to the control of TSA management.
2. As an *alternative* to following the grievance procedure, covered employees may seek Peer Review of any matter that may be grieved pursuant to [TSA MD 1100.77-2](#).
3. Matters excluded from coverage under the grievance procedure, as listed in [TSA MD 1100.77-2](#), section 6.B. are also excluded from coverage under the PRP.
4. A covered employee in receipt of a management decision or action that would be covered by [TSA MD 1100.77-2](#) may choose between filing a grievance or requesting peer review, but not both. Once their choice is made, the matter cannot be pursued through any other process.
5. Peer Panels will not review matters alleging discrimination for which the discrimination complaints procedure would be the appropriate forum, unless the issues can be separately adjudicated, as determined by the PRSO in consultation with OCRL.

D. PEER REVIEW AS AN ALTERNATIVE TO THE DRB:

1. Under the provisions of [TSA MD 1100.77-1, *Disciplinary Review Board*](#), an eligible employee may appeal suspensions of fifteen (15) days or more, including indefinite suspensions, reductions in pay band or rate of pay, and removals, to the DRB for resolution.
2. As an *alternative* to the DRB, an employee may bring those same matters to Peer Review, with the following exclusions:
 - (a) TSO offenses for which removal is required under the provisions of provisions of [TSA MD 1100.75.3, *Addressing Performance and Conduct Problems*](#). These are terminations involving the use of drugs alcohol and theft;
 - (b) Any action involving a charge of intentionally violating security procedures;
 - (c) Indefinite suspensions; and
 - (d) Removal actions involving:
 - (1) suitability determinations;
 - (2) felony arrests; and
 - (3) medical reasons.

Note: Cases involving matters of a sensitive nature (e.g., sexual and/or threatening misconduct) can be excluded at the discretion of the TSA HQ Program Manager.

3. A covered employee in receipt of a decision that may be appealed to the DRB or heard under PRP, may choose one process or the other, but not both. Once their choice is made, the matter cannot be pursued through the other process.
4. Peer Panels will not review matters alleging discrimination for which the discrimination complaints procedure would be the appropriate forum, unless the issues can be separately adjudicated, as determined by the PRSO in consultation with OCRL.

Note: Cases involving matters of a sensitive nature (e.g., sexual and/or threatening misconduct) can be excluded at the discretion of the TSA HQ Program Manager.

E. FUNCTION OF THE PEER PANEL:

1. Peer Review Panels will hear matters involving the *application* of policies and procedures affecting the employee seeking review. Peer Review Panels may review management decisions or actions to ensure that a policy or practice was applied properly

and consistently. If a Panel finds otherwise, it has the authority to make appropriate corrections or remedies consistent with TSA practices and policies.

2. For non-disciplinary matters within the scope of the program, Peer Review Panels have the authority to grant-in-full, grant-in-part, or deny the requested relief. For disciplinary matters, Panels have the authority to sustain, mitigate, or overturn management decisions.
3. A Panel's decision is final and binding on the employee and TSA management. Prior to finalizing a decision, the PPF, in consultation with the HQ Program Manager, will verify that the decision is within the Panel's authority and capable of implementation under TSA policies and procedures. The PPF should contact the PRSO for guidance at any point before, during or after the peer review meeting if he or she has any questions or concerns in this regard.
4. Panel members are encouraged to record their ideas regarding ways the policies applicable to the case before them can be better communicated or more consistently applied. These recommendations will not be included as part of the decision. The PPF will refer these non-binding recommendations to the airport FSD, taking care to avoid violating Panel confidentiality.

F. BASIC PEER REVIEW PROCEDURES:

As noted above, the Peer Review Process is available as an alternative method for covered employees to address certain workplace issues and disciplinary actions, including adverse actions.

1. Matters Otherwise Covered by the TSA Grievance Procedure:
 - (a) These are generally issues that the individual believes has affected his/her work environment, such as the receipt of a management decision affecting the employee's schedule. The affected employee could seek resolution under the provisions outlined in [TSA MD 1100.77-2](#), or seek resolution through Peer Review. If the affected employee seeks to resolve the matter through Peer Review, the employee must file a request for Peer Review within 15 days of the action or decision being challenged or within fifteen (15) days of when the affected employee first learned or may reasonably have been expected to learn of the decision or action. Appendix B contains the Peer Review Form.
 - (b) Within two (2) business days of receiving a request for Peer Review from an affected employee, the PRSO will advise the local PPF and/or the appropriate airport management official of the request for Peer Review.
 - (c) Airport management may file a reply to the request for Peer Review following notification by the PRSO, but no later than seven (7) calendar days before the scheduled date of the Peer Review meeting. Nothing in the Peer Review HCM or Handbook precludes airport management from resolving the matter at the airport

before the Peer Panel meets; however, the PRSO will only cancel the request for Peer Review either at the election of the employee or if management grants all of the requested relief to the employee.

2. Adverse Actions Otherwise Appealable to the DRB:

- (a) An employee in receipt of an adverse action that may be appealed to the DRB under the provisions of [MD 1100.77-1](#) may, except as provided in section D.2 above, alternatively seek review of that action under the Peer Review process. The employee may choose one or the other, but not both.
- (b) An employee seeking review by the DRB must file their appeal following the receipt of the notice of decision, but no later than thirty (30) calendar days after the action is effected. If an individual elects to seek resolution through Peer Review, they must file their request for peer review following receipt of the notice of decision, but no later than **fifteen (15) calendar days** after the action is effected.

3. Mediation:

- (a) An affected employee must contact the PRSO, at 571-227-5065, if he/she would like to explore the possibility of engaging in mediation with management. The affected employee must contact the PRSO within the first seven (7) days of the timeframes otherwise available to seek review under the applicable review process. The PRSO CM will discuss the mediation process with the affected employee so that the employee can decide if they would like to pursue mediation.
- (b) The local Peer Review POC and/or PPF may be involved in ascertaining whether airport management agrees to a mediation request. Mediation is voluntary on the part of both the employee and airport management. If both parties agree to mediate, a mediator will be assigned by the PRSO. If mediation is not selected, the employee would then proceed with the review option selected.
- (c) If the affected employee requests mediation and the parties agree to mediate, it will stop the clock for filing a grievance, submitting an appeal to the DRB or requesting Peer Review. If the matter is not resolved through mediation within thirty (30) days, the affected employee will have seven (7) days after the conclusion of the mediation to file their grievance, submit their appeal to the DRB, or request Peer Review, as applicable.
- (d) Resolutions of matters subject to this HCM that are achieved through mediation must adhere to TSA policies and procedures. This includes, but is not limited to, withdrawal of grievances, settlement agreements, or SMART agreements, as appropriate.

4. Extension of Time Limits:

Managers and employees are encouraged to work together to resolve disputes as quickly and effectively as possible. In order to support efforts to resolve matters informally, all filing deadlines under this HCM may be extended by mutual consent.

G. PEER REVIEW PANEL COMPOSITION:

1. The PPF solicits and maintains three volunteer panelist pools at their airport as follows:
 - (a) FSD Staff (at pay band G and above) and TSMs;
 - (b) STSOs; and
 - (c) TSOs, MTSOs, ETSOs, BDOs, STIs, TDCs and LTSOs.
2. Smaller airports may combine volunteer pools with other airports to ensure impartiality and ensure that individual panelists are not required to serve so frequently, that panel service unduly interferes with their other responsibilities. Guidance should be obtained from the PRSO in these matters. All panel members serve on a voluntary basis.
3. Panels are generally comprised of five (5) members. In rare circumstances, a modified 3-member panel can be used, comprised of two (2) peer members and one (1) management member, if prior approval is obtained from the PRSO and if the modification is agreeable to the affected employee and airport management.

H. PEER REVIEW PANEL SELECTION:

1. Panel members are randomly selected by the affected employee. The panel members will be selected at least seven (7) days prior to the panel meeting. The PPF will notify management staff at the airport of an individual's selection to serve on a panel. If a panelist declines to serve because of a conflict of interest, or other appropriate reason, an alternate from the appropriate pool will serve on the panel in his or her place.
2. On the day designated for panel selection, the PPF will provide the pools of volunteers to the affected employee, then oversee while the affected employee randomly draws names as follows:
 - (a) Random selection from Peer Pool: The affected employee will randomly draw six (6) names from the pool of peer volunteers. The affected employee will then choose one (1) name to strike, two (2) to be alternates, and three (3) to serve on the panel. The PPF will then confirm the eligibility and availability of the chosen panelists. In the event that a chosen panelist is not eligible or available, one of the designated alternates will serve in his or her place.

- (b) Random selection from Management Pool: The affected employee will randomly draw five (5) names from the pool of management volunteers. The affected employee will then choose one (1) name to strike, two (2) to be alternates, and two (2) to serve on the panel. The PPF will then confirm the eligibility and availability of the chosen panelists. In the event that a chosen management panelist is not eligible or available, one of the designated alternates will serve in his or her place.
3. If a modified 3-member panel is convened, as described in section G.3 above, the random selection process of panel members must still be followed. In these cases, the process described in H.2.(a) and (b) above would be used, with the following modifications:
- (a) The affected employee will randomly choose five (5) names from the peer pool, strike one (1), choose two (2) to be alternates, and choose two (2) to be on the panel.
 - (b) The affected employee will choose four (4) names from the management pool, strike one (1), choose two (2) to be alternates, and choose one (1) to be on the panel.
4. Prior to modifying the size of a panel, approval must be obtained from the PRSO and the change must be agreed to by the affected employee and airport management.

I. PEER REVIEW PANELIST ELIGIBILITY:

1. Covered employees, TSMs and FSD Staff at G band and above who meet the following criteria are eligible to volunteer to be a Peer Panelist:
- (a) The employee must have successfully completed their basic trial period. If the employee is serving in a supervisory role, he or she must have completed the supervisory trial period.
 - (b) The employee must have received no disciplinary actions (including Letter of Reprimand) in the previous 12 months.
 - (c) Employee must not be under a Leave Restriction at the time of selection to serve on the panel.
 - (d) The employee must have a current performance rating of at least "Meets or Exceeds Standards" or numerical equivalent.
2. No individual will be eligible to serve on a Peer Panel if a direct or indirect conflict of interest exists with either the affected employee or the involved member of management. This also includes but is not limited to relatives or close friends that could be called in to

provide oral statements, or employees that might be affected by the outcome of the proceedings.

3. The PPF is responsible for communicating with panelists at least seven (7) days in advance of the Peer Review meeting to ensure that no panel member has such a conflict or apparent conflict. The PPF must also ensure each panelist signs the Panelist Commitment form before the Peer Review Panel meeting can begin.
4. Panelists must complete a just-in-time training that the PPF will conduct just prior to the meeting. If a panelist has completed the training within the previous 60 days, he or she will not be required to repeat the training.

J. CONFIDENTIALITY:

1. All Panelists must sign a Panelist Commitment form and maintain complete confidentiality, except as provided by law, at all times regarding matters brought before a Peer Review Panel.
2. By signing the form, the Panel member certifies that he or she is not aware of any conflict of interest or any other reason(s) he or she should not serve. Additionally, each Panelist agrees in advance to sign the final Peer Panel majority-based decision, regardless of his or her personal feelings about the case.
3. A Panelist's violation of the conditions of the Commitment form will result in disqualification from ever serving as a panelist again, and may result in disciplinary action.

K. TERMINATION OF THE PEER REVIEW CASE FOR MISCONDUCT:

1. In order to maintain the integrity and credibility of the Peer Review process, neither the affected employee nor anyone acting on his or her behalf, or any member of airport management not involved with the administration of the subject peer panel, including the management official who made the decision being reviewed, is allowed to contact any of the selected panelists about the matter under consideration prior to the panel meeting. Any TSA employee who engages in this behavior will be subject to potential disciplinary action.
2. If the affected employee, or someone acting on his or her behalf, contacts any of the selected panelists about the decision being reviewed before the panel meeting, the HQ Program Manager will cancel the review with no right to re-file it unless there are unusual circumstances warranting continuation.
3. If a member of airport management inappropriately contacts any of the selected panelists, the PPF will convene a new random panel selection procedure.

L. EMPLOYEE AND MANAGEMENT REPRESENTATION:

1. The Peer Review process is intended to improve direct communication between covered employees and management in order to resolve workplace issues and disciplinary actions. For this reason, employees and management are encouraged to prepare and present their cases directly to the panel.
2. The affected employee may have a representative present to assist them at the panel meeting in accordance with [TSA MD No. 1100.63-3, *Employee Representation*](#). Management may also have a representative to present to assist them. However, the affected employee and the management official will be expected to present their respective cases and respond directly to panelists' questions. The affected employee and management must provide the name of their representative to the PPF no later than seven (7) days in advance of the scheduled panel meeting.
3. Where the affected individual has a physical or mental disability that significantly impairs their ability to present their case to the Panel, the individual may have an interpreter or other assistant for the purpose of presenting their case. Similarly, a witness having such a disability may have an assistant to help them provide information at the Peer Review Panel meeting.

M. PEER REVIEW MEETING PROCESS:

| Peer Review Meeting: Sample Agenda | |
|---|--|
| 10:00 | Panel convenes |
| 10:00 – 11:30 | Panelists receive just-in-time Peer Panelist Training |
| 11:30 – 12:00 | Panelists review case file with PPF |
| 12:00 – 12:30 | Break |
| 12:30 – 13:00 | Panelists discuss case material with PPF |
| 13:00 – 13:30 | Affected employee presents his/her side of case and relevant evidence; panelists ask questions |
| 13:30 – 14:00 | Member of management presents management side of case and relevant evidence; panelists ask questions |
| 14:00 – 14:30 | Witness presents information to the panel |
| 14:30 – 15:00 | Subject matter expert(s) address panelists questions and provide input as necessary |
| 15:00 – 15:15 | Break |
| 15:15 – 16:00 | Open discussion of case amongst panelists, moderated by PPF. |
| 16:00 – 16:15 | Panel votes by secret ballot (majority rules) |
| 16:15 – 17:00 | Panelists/PPF write decision letter using PRSO template; all panelists sign letter. |
| 17:00 | Panel adjourns |

1. Following completion of just-in-time Peer Panelist training, the Panel reviews the case facts and documents. The panel then interviews the individual seeking resolution, the involved management official, and any other employees whose direct oral statement is relevant to the case, as determined by the Peer Panel.
2. Except in instances where the affected employee or the involved member of management is accompanied by a representative, only one individual will meet with the panel at any given time, including the affected employee, the involved member of management, the subject matter expert(s) and the witness(es). In other words, except for the PPF and the Panelists, no individual participating in the meeting is ever in the room at the same time as any other participating individual. Involved parties are allowed to bring any pertinent documents to the panel meeting.
3. Both the affected employee and the airport manager responsible for the decision being reviewed must provide a list of proposed witnesses, with a short description of the substance of their anticipated oral statements, plus any available written documentation relevant to the issue, to the PPF at least seven (7) days before the scheduled panel meeting. This information must be shared with the other party (affected employee and management representative) in advance of the panel. It will be shared with panelists during their case review prior to the meeting.
4. Except as provided in L.3 above, a witness will not be assisted or represented during their oral statement to the Peer Review Panel.
5. The Panel may hear from a subject matter expert regarding any applicable TSA policy or procedure and any similar applications of these practices at that airport, along with any other relevant information necessary to conduct a complete and thorough review of the matter brought before the panel. The PPF will provide all available information to the panel and/or arrange for subject matter experts to address and answer the panel's questions in this regard.
6. After all evidence has been reviewed and discussed, the Panel will vote by secret ballot. When voting, the panelists will answer the following question:

"Was TSA Policy or Practice applied properly and consistently in this case?"

7. If the majority votes "yes," management's decision is upheld. If the majority votes "no," further discussion and votes must be conducted to determine the remedy based on the affected employee's request.
8. For non-disciplinary matters within the scope of the program, Peer Review Panels have the authority to grant-in-full, grant-in-part or deny the requested relief. For disciplinary matters, Panels have the authority to sustain, mitigate, or overturn management decisions.
9. Each time a vote is taken, ballots are counted only until a majority is found. Once counted, the ballots must be destroyed by the PPF.

10. Upon completion of the voting process, Panelists work with the PPF to draft a Panel decision letter based on templates provided by the PRSO. As noted above in J.2., each panelist must sign the final decision letter, regardless of his or her personal feelings about the case, and they must treat all information, including how each panelist voted, as confidential.
11. All notes concerning the case will be destroyed by the PPF before the panelists depart at the close of the meeting.
12. Following verification of the decision in consultation with the HQ Program Manager, as noted in E.3. above, the PPF will deliver written notice of the Panel's decision to all involved individuals as soon as practicable after the peer panel meeting, usually no later than 1 business day after the meeting. Whenever possible, the PPF will deliver the decision in person.
13. Employees who participate in the Peer Review process as PPFs, panelists, and witnesses will be in paid duty status. If the affected employee is a current employee, he or she will be in a duty status while presenting his or her case. However, this duty status does not apply to individuals who are currently suspended or no longer employed by TSA.
14. Using a template provided by the PRSO, the PPF will provide a Case Summary to the PRSO Case Manager within 24 hours of the conclusion of the Panel.

N. EVALUATION:

1. At the end of each Panel, the PPF will give the affected employee, the involved member of management, and each panel member a survey form to complete. The PPF will then forward the completed survey to the HQ Program Manager.
2. In addition, panel members are encouraged to record their ideas regarding ways the policies applicable to the case before them can be better communicated or more consistently applied. The PPF will refer these non-binding recommendations to the airport FSD, taking care to avoid violating Panel confidentiality.

APPENDIX A: PEER REVIEW REQUEST FORM

Peer Review Request Form

Instructions: This form is used to challenge a management decision not to grant relief in a non-disciplinary matter; or to request a Peer Panel Review of a disciplinary action you have received. Guidance on the PRP is available from the Human Resources Specialist at your airport, your local Peer Review POC/Facilitator or TSA's PRSO. You may contact the PRSO by calling (571) 227-5065. The fax number for the PRSO is (571) 227-2591.

| | | |
|----------------------------|-----------|---|
| Name of Affected Employee: | Date: / / | Date of action being challenged or Disciplinary decision: / / |
|----------------------------|-----------|---|

Position (*Check One*): TSO LTSO STSO Other (e.g. MTSO, ETSO, BDO) please specify:

Type of Decision being Challenged
Discipline Non-Discipline

Issue(s): (*Why are you requesting Peer Panel?*):

Facts and Evidence (*NOTE: You may attach relevant documents including witness statements or other evidence you want to be considered.*):

Remedy Requested (*What do you want to happen if the decision is in your favor?*):

Reason Supporting Requested Remedy (*Why should the matter be decided in your favor?*):

Signature of Affected Employee _____ Date _____

Privacy Act Statement

AUTHORITY: 49 U.S.C. § 114(n). **PRINCIPAL PURPOSE(S):** This information will be used to process your request. **ROUTINE USE(S):** This information may be shared with officials at the Office of the Special Counsel or the Equal Employment Opportunity Commission when requested in performance of their authorized duties. For further information please consult DOT system of records DOT/ALL 1 DOT Files. **DISCLOSURE:** Voluntary; failure to furnish the requested information may result in an inability to process your request.

APPENDIX B: TSA RESOLUTION PROCESS:

| Issue | Grievance Procedure | Peer Review | DRB | OCRL |
|---|---------------------|-------------|-----|------|
| Workplace grievance, e.g. scheduling issue that affects and individual, application of policy, the effect of a work rule on an individual | ✓ | ✓ | | |
| Letters of Reprimand, Letters of Leave Restriction, and Suspensions of 14 days or less | ✓ | ✓ | | |
| Suspensions of 15 days or more; removal for any reason other than a mandatory removal, or demotion / reduction in pay | | ✓ | ✓ | |
| Mandatory Removal issues, e.g. theft, drugs, or alcohol; or disciplinary action based on an allegation of an intentional violation of security procedures; a suitability determination; a felony arrest; or a separation based upon medical fitness | | | ✓ | |
| Any of the above that involve an allegation of discrimination | | | | ✓ |